

1 What is claimed is:

2
3 1. A method for providing network management using a remote device comprising steps of:
4 receiving an end-user message from an end-user device configured to communicate with
5 a network management tool, the end-user device comprising one of a plurality of wireless
6 devices and wherein the network management tool is configurable to communicate with any of
7 the plurality of wireless devices; and

8 processing the received message to perform a network management function on at least
9 one network component.
10

11 2. The method of claim 1, further comprising:

12 receiving a signal indicative of monitored conditions of the network;
13 creating a message associated with the received signal, the message being compatible
14 with the end-user device; and
15 transmitting the message to the end-user device.
16

17 3. The method of claim 2, wherein creating the message further comprises:
18 receiving formatting information from a user, the formatting information associated with
19 a network management protocol;
20 formatting the received signal based on the received formatting information.
21

22 4. The method of claim 2, wherein transmitting the message to the end-user device
23 comprises encrypting the message.
24

25 5. The method of claim 1, further comprising:
26 receiving the end-user message in a first format;
27 converting the end-user message to a second format compatible with a network
28 management protocol; and
29 transmitting a message in the second format to the network component.
30

31 6. The method of claim 1, wherein the end-user message is a network command.

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2 7. The method of claim 1, wherein the received end-user message is encrypted and the
3 method further comprises decrypting the end-user message.
4

5 8. The method of claim 1, wherein the end-user device comprises one of a clientless
6 wireless device, a session based wireless device, a paging wireless device and an email-based
7 wireless device.
8

9 9. The method of claim 1, further comprising configuring the network management tool to
10 communicate with a predetermined set of wireless devices of the plurality of wireless devices.
11

12 10. The method of claim 1, further comprising receiving registration information including
13 user information and end-user device information to use in authenticating the end-user device
14 prior to communicating with the end-user device.
15

16 11. A network management tool system comprising:
17 at least one server connected to one or more network components; and
18 at least one end-user device coupled to the at least one server, the end-user device
19 comprising one of a plurality of wireless device wherein the server is configurable to
20 communicate with any of the plurality of wireless devices and process at least one message from
21 the end-user device to perform at least one network management function on a first component
22 of the one or more network component.
23

24 12. The tool of claim 11 wherein a second component of the one or more network
25 components monitors conditions of the network and the server is operable to receive a signal
26 indicative of monitored conditions of the network and create a message associated with the
27 received signal, the message being compatible with an end-user device.
28

29 13. The system of claim 12, wherein the server is operable to transmit the message to the at
30 least one end-user device.
31

1 14. The system of claim 12, wherein the server is operable to receive formatting information
2 from the at least one end-user device, the formatting information associated with a network
3 management protocol, and

4 the server is further operable to format the received signal based on the received
5 formatting information.
6

7 15. The system of claim 11, wherein the server is operable to receive an end-user message in
8 a first format and convert the end-user message to a second format compatible with a network
9 management protocol; and

10 the server is further operable to transmit a message in the second format to the first
11 component.
12

13 16. The system of claim 11, wherein said end-user message is a network command.
14

15 17. The system of claim 11, wherein the server is further operable to encrypt and decrypt
16 communications with the end-user device.
17

18 18. The system of claim 11, wherein the end-user device comprises one of a clientless
19 wireless device, a session based wireless device, a paging wireless device and an email-based
20 wireless device.
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22 19. The system of claim 11, wherein the server is configurable to receive registration
23 information including user information and end-user device information to use in authenticating
24 the end-user device prior to communicating with the end-user device
25

26 20. A network management system comprising:
27 means for receiving an end-user message from an end-user device configured to
28 communicate with a network management tool, the end-user device comprising one of a plurality
29 of wireless devices and wherein the network management tool is configurable to communicate
30 with any of the plurality of wireless devices; and

1 means for processing the received message to perform a network management function
2 on at least one network component.

3
4 21. A computer readable storage medium on which is embedded a computer program
5 comprising a method of providing a network-based service, the method comprising:
6 receiving an end-user message from an end-user device configured to communicate with
7 a network management tool, the end-user device comprising one of a plurality of wireless
8 devices and wherein the network management tool is configurable to communicate with any of
9 the plurality of wireless devices; and
10 processing the received message to perform a network management function on at least
11 one network component.

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